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Avaya IP Office™ Platform Configuration and Maintenance Exam

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QUESTION 1

The IP Office can monitor the QoS between Avaya IP Phones and from IP Phone to IP Office.

Which two actions must complete to see QoS results? (Choose two.)

A. "Enable RTCP Monitoring" must be checked.

B. Use DebugView to see latency, jitter and delay.

C. "Enable Metric" must be selected in the Line form.

D. Look at lines or extensions in SSA.

E. Use Monitor to capture phone-call data, with filters on quality and protocol.

Correct Answer: AB

QUESTION 2

You are installing a Server Edition. The New Hardware screen detects the presence of a second hard drive.

For which application is this normally used?

A. One-X® Portal

B. Call Detail Records

C. Avaya Contact Recorder

D. Voicemail Pro

E. Web Services

Correct Answer: D

QUESTION 3

Which call flow type has a web interface to retrieve information left by the caller?

A. Auto Attendant

B. Avaya Contact Recorder

C. Looped Announcement

D. Campaign

E. Voicemail Collect

Correct Answer: E

QUESTION 4

Which statement is an example of "Top Down Troubleshooting" with an IP Phone that is not working?

A. Listen for dial tone on the telephone, and if not heard, then check for an indicator light on the telephone\\'s switch port.

B. Swap out the telephone\\'s patch cord, and if the telephone boots up, call the telephone.

C. Ping the telephone, and if successful, try to call it.

D. In the IP Office View Menu, watch the telephone to see if it downloads "46xxsettings.txt" when booting, then watch the extension in SSA when calling it.

Correct Answer: D

QUESTION 5

What does "IMAP support" mean in the IP Office UMS service?

A. A user can see/listen to voicemail messages via Web browser.

B. A user can receive voicemail messages only using MS Outlook.

C. All messages are forwarded to a user e-mail account and deleted on their telephone.

D. A user can receive voicemail messages to their Outlook, Outlook Express and/or Lotus Notes programs running on their PC.

E. A new message is sent to a user e-mail account. The user can listen to it by dialing their telephone number.

Correct Answer: B

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